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Abstract

Presently Madigan and the Fort Lewis community use HERMES on kiosks and tablets to conduct required and ad hoc surveys related to soldier readiness and wellness. This includes the pre and post deployment surveys, Health Risk Appraisal, Depression surveys and others as needed or required. These kiosks and tablets have bar code readers so that a soldier can swipe his CAC card and bring his or her demographics and other pertinent data as well as tie the survey to their patient record. These surveys are passed to the application that is responsible for the survey so that clinicians and other healthcare providers can access and use the information to care for the soldiers. These kiosks are also used to support patient check in for appointments and are able based on the same ID card criteria stated above, to access CHCS and credit appointments, page the nurse or clinician the appointment is with and to ask the patient basic JCAHO and customer satisfaction questions. The kiosks will also provide a very basic health summary for the patient.

Military Relevance

These kiosks and tablet PCs are capable of providing much more service and of streamlining the soldier readiness processing and patient check in and appointment requirements. At the SRP site these kiosks and tablets should support medical check lists showing the required areas for deployment and directing the soldier to the stations that he or she needs to complete to finish the processing and be in compliance. This will save the soldiers unnecessary waiting in line at stations they do not need to clear. These kiosks could also be loaded with the work load for the day and track which soldiers scheduled for processing have not finished or shown up. Upon completion of the surveys, the answers and alerts would then be available in the clinical system used to credit readiness preparedness such as MEDBASE and MEDPROS as well as feeding into electronic treatment systems such as CHCS and ICDB. In the clinical environment these kiosks could remind patients that they are past due for exams such as PAP smears, mammograms, PSA and other check ups as well as a reminder of upcoming scheduled appointments. The kiosks could also be programmed to provide general information on the SRP site and process, Madigan general information and be used to display health tips and facts when not actively in use, as well as to announce upcoming events.

Infrastructure, Equipment, Personnel and Subjects that Would Have to be Acquired

Utilizing ten kiosks, the Fort Lewis SRP site, Waller Hall, Family Practice clinic, Physical Therapy clinic, OB/GYN clinic, Internal Medicine clinic and the Surgery clinic, put in place the functionalities listed above to enhance the speed, efficiency and capabilities of the systems to provide responsive tracking of the soldier readiness process,

patient check in and preventive/prophylactic medicine to soldiers of Fort Lewis and the other beneficiaries of Madigan Army Medical Center.

These systems would augment the pen and paper process currently in place at these locations. Subjects are provided through soldiers processing through the SRP site and in the clinical environment with patients scheduled for appointments each day

Description of Animal and Human Use

Soldiers and patients will swipe the bar code on their DoD ID cards through the bar code reader affixed to each kiosk. The HERMES system will call up the patient demographics from CHCS. Each user will then verify the demographics and then proceed to the next step of the process. At this point a list of surveys required would appear and rolls up of which medical stations are required for the individual to process through. The user will then complete the surveys for the day (examples are DD2795/2796, HRA2, Patient Needs, and JCAHO). Upon completion of the final survey the user will receive a print out of the medical stations at the SRP site that need to be processed.

Description of Metrics

Success for this project will be measured in the following ways:

Did the system bring up the demographics for each card swiped through the bar code reader. An exception to this would be for patients who are not registered on the local CHCS host, in which case a message will appear directing the user to a registration desk.

Do the algorithms properly check the ready status of each soldier and select the stations still needed for compliance with FORSCOM standards.

Do surveys taken on the kiosks populate the readiness or medical systems that utilize the data for clinician decisions and care relating to readiness and individual health.

Will the system accurately provide alerts relating to specified answers in the surveys provided.

Events, Issues and Concerns

Ten kiosks have been designated for this purpose and they are presently located at Waller Hall (In/Out Processing Center), Corporate Wellness (tied to some SRP), MAMC Internal Medicine Clinic and the MAMC OB/GYN Clinic.

The work accomplished so far is with an improved Health Risk Appraisal II and the kiosks do track the number of soldiers who have processed during each event. Additionally, the kiosks are setup to require the soldiers to input all data before allowing the encounter to end and can be setup to send an alert to an event monitor if the station is not completed. The system has also received an Interim Authority to Operate (IATO).

A tool called Legacy X enables information to be exchanged to and from ICDB, MEDBASE, CHCS and can interface with Oracle, MS SQL and Access databases.

The system will soon be capable of providing a much more detailed readiness status.